

Montana Telecommunications Access Program

"Where Everyone Can Be Heard!"

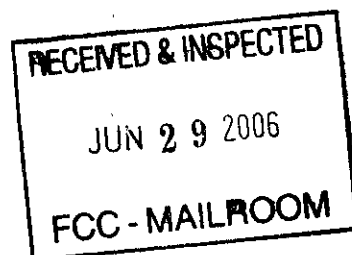
Montana Telecommunications Access Program

P.O. Box 4210
Helena, Montana 59604

1-866-RELAY-MT (Voice/TTY)

406-444-1335 (Voice/TTY)

DOCKET FILE COPY ORIGINAL



June 27, 2006

Marlene H. Dortch, Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, DC 20554

Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room 3-C417
Washington DC 20554
Pam.Gregory@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2005 through May 31, 2006
CG DOCKET NO. 03-123
DA 06-1175

Dear Ms. Dortch and Ms. Gregory,

The Montana Telecommunications Access Program (MTAP) respectfully submits the enclosed complaint logs alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the (MTAP) to provide Telecommunications Relay Service. Hamilton began providing TRS to the State of Montana on February 28, 2006. The enclosed complaint log reflects this date.

Hamilton tracks all complaints and all other customer service activity for the Montana Relay Service. The Montana Relay's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number
- CA Typing Speed
- CA Typing

No. of Complaints 044
Listed as 044

Montana Relay 2006 FCC Complaint Report

6/1/05 to 5/31/06

External Complaints—Miscellaneous

Inquire Date 05/29/2006
Record ID 11699
Call Taken By Lead CA
CA Number
Responded By Danielle Phillips
Response Date 05/30/2006
Resolution Date 05/30/2006

Customer stated that they are unable to place a call through the relay using their cell phone. Customer stated that CA continues to request long distance carrier information. Customer stated that they would use the National Sprint Relay number and refused to give contact information.

Lead CA explained that CA is receiving call information as a normal number and not as a cell phone number. This is why the CA requested a long distance provider. Lead CA suggested that the customer contact their cell phone provider. Customer hung up before giving call information and cell phone provider information. There has been no further contact from the customer.

Service Complaints--CA Accuracy/Spelling/Verbatim

Inquire Date 03/27/2006
Record ID 11255
Call Taken By Customer Service Rep
CA Number 3051F
Responded By Tina Collingham
Response Date 03/29/2006
Resolution Date 03/29/2006

Customer stated that CA did not type verbatim on the call and CA did not identify their number at the end of the call. Customer inquired about ring devices for each of his telephones. Customer requested information about the center.

Customer Service apologized and stated that the CA would be counseled. Customer Service mailed information to the customer about the center. Customer Service contacted the Montana Telecommunications Access Program for more information about ring devices. CA was counseled and monitored frequently. Customer was satisfied.

Service Complaints-- Fraudulent/Harassment Call

Inquire Date 05/15/2006
Record ID 11634
Call Taken By
CA Number
Responded By Diane Taylor
Response Date 05/15/2006
Resolution Date 05/15/2006

Customer received a fraudulent call through the relay.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

Service Complaints--Didn't Follow Policy/Procedure

Inquire Date 04/11/2006
Record ID 11401
Call Taken By Customer Service Rep
CA Number 3091,3066,6471,6338
Responded By Tina Collingham
Response Date 04/11/2006
Resolution Date 04/12/2006

Montana Relay Executive Director contacted Customer Service to implement a profile for a HCO user. Executive Director stated that during a home visit, several test calls were placed. CAs handled the calls well, except for one CA.

Customer Service acquired the necessary information to implement the profile and stated the CA would be counseled. CA was counseled. Customer was satisfied and profile was implemented.

No. of Copies rec'd 044
List ABCDE

Service Complaints—Miscellaneous

Inquire Date 04/08/2006

Record ID 11402

Call Taken By Lead CA

CA Number

Responded By Chris Doyle/Barb Handrup

Response Date 04/08/2006

Resolution Date 04/12/2006

Customer stated that the TTY equipment they have been using is very old and will repeat numbers or letters. Customer is frustrated that the CAs read the repeated numbers or letters to the voice party. Customer does not want this to happen.

Lead CA apologized and stated that the information would be forwarded to the Relay Managers. Customer declined to give contact information and hung up. CAs were counseled and retrained in regards to this issue.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 03/08/2006

Record ID 11147

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 03/08/2006

Resolution Date

Customer requested Century Tel as their long distance carrier. Century Tel is not a participating carrier through the relay.

Customer Service has attempted to contact the customer to explain that Century Tel is not a participating carrier through the relay. Customer Service has been unable to reach the customer. The technical department has been in contact with Century Tel. At this time, Century Tel is not a participating carrier through the relay.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 03/08/2006

Record ID 11148

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 03/08/2006

Resolution Date

Customer requested Excel as their long distance carrier. Excel is not a participating carrier through the relay.

Customer Service has attempted to contact the customer to explain that Excel is not a participating carrier through the relay. Customer Service has been unable to contact the customer. The technical department has been in contact with Excel. At this time, Excel is not a participating carrier through the relay.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 03/08/2006

Record ID 11149

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 03/08/2006

Resolution Date

Customer requested Lifeline as their long distance carrier. Lifeline is not a participating carrier through the relay.

Customer Service has attempted to contact the customer to explain that Lifeline is not a participating carrier through the relay. Customer Service has been unable to contact the customer. The technical department has been in contact with Lifeline. At this time, Lifeline is not a participating carrier through the relay.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 03/08/2006

Record ID 11150

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 03/08/2006

Resolution Date

Customer requested Century Tel as their long distance provider. Century Tel is not a participating carrier through the relay.

Customer Service left a message for the customer explaining that Century Tel is not a participating carrier through the relay. Customer Service has not received a return call from the customer. The technical department has been in contact with Century Tel. At this time Century Tel is not a participating carrier through the relay.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 03/08/2006

Record ID 11151

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 03/08/2006

Resolution Date

Customer requested Blackfoot as their long distance carrier. Blackfoot is not a participating carrier through the relay.

Customer Service left a message for the customer explaining that Blackfoot is not a participating carrier through the relay. Customer Service has not received a return call from the customer. The technical department has been in contact with the carrier. At this time, Blackfoot is not a participating carrier through the relay.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 03/08/2006

Record ID 11154

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 03/09/2006

Resolution Date

Customer requested Med River as their long distance carrier. Med River is not a participating carrier through the relay.

Customer Service faxed information to the customer explaining that Med River is not a participating carrier through the relay. The technical department has been in contact with the carrier. At this time, Med River is not a participating carrier through the relay.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 03/08/2006

Record ID 11155

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 03/08/2006

Resolution Date

Customer requested Century Tel as their long distance carrier. Century Tel is not a participating carrier through the relay.

Customer Service has been unable to contact the VCO user, as the customer was not receiving the typing correctly. Customer Service has attempted to contact the customer using CapTel but the line was busy. Customer Service has continued to try and contact the customer. The technical department has been in contact with Century Tel. At this time, Century Tel is not a participating carrier through the relay.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 03/08/2006

Record ID 11156

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 03/08/2006

Resolution Date 03/10/2006

Customer requested Emergent as their long distance carrier. Emergent is not a participating carrier through the relay.

Customer Service left a message for the customer explaining that Emergent was not a participating carrier through the relay. Customer returned a call to the relay stating that their long distance carrier had changed to Qwest. Customer Service thanked customer for information and updated their profile with the correct carrier information. Customer was satisfied. The technical department has contacted Emergent. At this time, Emergent is not a participating carrier through the relay.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 03/08/2006
Record ID 11157
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 03/08/2006
Resolution Date 03/10/2006

Customer requested United Carriers Network as their long distance carrier. United Carriers Network is not a participating carrier through the relay.

Customer Service left a message for the customer explaining that United Carriers Network was not a participating carrier through the relay and that the technical department had been in contact with the carrier. Customer returned a call to the relay and stated that they do not use the relay, as they do not like to talk through a third party. Customer stated that they understood about the carrier issue and would like their profile deleted from the system. Profile was deleted and customer was satisfied. At this time, United Carriers Network is not a participating carrier through the relay.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 03/13/2006
Record ID 11164
Call Taken By Lead CA
CA Number
Responded By Tina Collingham/Amanda Trapp
Response Date 03/14/2006
Resolution Date

Customer requested a profile to be set up with Tri West Communications as their long distance carrier.

Lead CA explained that Tri West Communications is not a participating carrier through the relay and suggested that the customer contact their carrier. Lead CA stated that this information would be forwarded to the technical department. The technical department contacted Tri West Communications who is now Triangle Long Distance. Triangle Long Distance is a participating carrier through the relay. Customer was notified of the carrier change but the relay has not received any further contact from the customer.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 03/15/2006
Record ID 11173
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 03/15/2006
Resolution Date

Customer requested Century Tel as their long distance carrier. Century Tel is not a participating carrier through the relay.

Customer Service left a message explaining that Century Tel was not a participating carrier through the relay. The technical department has been in contact with Century Tel. At this time, Century Tel is not a participating carrier through the relay.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 05/12/2006
Record ID 11635
Call Taken By Lead CA
CA Number
Responded By Steve Holznagel/Tina Collingham
Response Date 05/16/2006
Resolution Date

Customer requested Bresnan Communications as their long distance provider. Bresnan Communications is not a participating carrier through the relay.

Lead CA apologized and explained that Bresnan Communications is not a participating carrier through the relay. The Technical department has been in contact with the carrier. At this time, Bresnan Communications is not a participating carrier through the relay.

Technical Complaints--Miscellaneous

Inquire Date 05/15/2006

Record ID 11633

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham/Connie Phelps

Response Date 05/15/2006

Resolution Date

Customer stated that she needs slow typing because she is also visually impaired. Customer was upset that the typing appeared to be very "jerky" and hard to follow.

Customer Service explained that her profile was set for slow typing. Customer Service offered to collect information to be forwarded to the technical department. Customer refused. Customer was still upset.

CapTel--Complaints

Inquire Date 03/02/2006

Record ID 11145

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 03/02/2006

Resolution Date 03/02/2006

Customer has had difficulties with a delay between what she is hearing from her callers and what the display screen is printing. The screen appears to be about a full sentence behind what the caller is speaking. Customer becomes confused during the conversation.

Customer Service explained how the typing is sent across the CapTel display and directed the customer to CapTel Customer Service for more information in regards to this issue. Customer understood.

CapTel--Complaints

Inquire Date 04/11/2006

Record ID 11399

Call Taken By Customer Service Rep

CA Number

Responded By Bowen Greenwood/Tina Collingham

Response Date 04/11/2006

Resolution Date 04/11/2006

Montana Telecommunications Access Program received a complaint from a CapTel user. Customer stated that a call was placed using the CapTel service. No captions appeared on the phone, even though the call went through. Customer stated this has happened only once. Customer did not want follow up on this issue.

Customer Service reported the issue to CapTel. CapTel representative stated that this can occur if the customer's telephone line has a weak link in its data transfer capability. The CapTel phone will automatically try to reconnect to the CapTel center, but on some occasions reconnection does not happen and captions will not appear on that call. Customer Service thanked CapTel for this information.

CapTel--Complaints

Inquire Date 04/11/2006

Record ID 11400

Call Taken By Customer Service Rep

CA Number 3121

Responded By Dixie Ziegler/Tina Collingham

Response Date 04/11/2006

Resolution Date 04/11/2006

Customer was upset because the CapTel CA re-voiced the conversation late and quit re-voicing the conversation altogether. Customer felt CA did not understand which person was to be re-voiced. Customer disconnected the call and redialed to CapTel for new CA. Call was processed correctly.

Relay Vice President stated that the issue would be reported to CapTel on behalf of customer. Customer was satisfied and issue was reported to CapTel.

CapTel--Complaints

Inquire Date 04/20/2006

Record ID 11463

Call Taken By Customer Service Rep

CA Number

Responded By Barb Handrup

Response Date 04/20/2006

Resolution Date 04/20/2006

Customer was upset because he was unable to receive captioning on a call placed through CapTel.

Montana Telecommunications Access Outreach Coordinator forwarded this complaint to Montana Relay. Relay Manager explained that she had received notification from CapTel regarding technical difficulties. The inbound call to the CapTel center was being answered, but the network would not allow calls to be sent from the center. This problem lasted 60 to 90 minutes. After investigation a problem was found in the SS7 network and was fixed by the carrier.

CapTel--Complaints

Customer was upset because he was unable to receive captioning on a call placed through CapTel.

Inquire Date 04/20/2006

Record ID 11464

Call Taken By Customer Service Rep

CA Number

Responded By Barb Handrup

Response Date 04/20/2006

Resolution Date 04/20/2006

Montana Telecommunications Access Outreach Coordinator forwarded this complaint to Montana Relay. Relay Manager explained that she had received notification from CapTel regarding technical difficulties. The inbound call to the CapTel center was being answered, but the network would not allow calls to be sent from the center. This problem lasted 60 to 90 minutes. After investigation a problem was found in the SS7 network and was fixed by the carrier.

CapTel--Complaints

Disconnect/Reconnect during calls

Inquire Date 02/21/2006

Record ID CT 2909

Call Taken By Customer Service Rep KM

CA Number

Responded By KM

Response Date 02/21/2006

Resolution Date 02/21/2006

Explained to customer cause of disconnect/reconnect. Enabled a prompt to give the customer visual indicator of what has transpired.

CapTel--Complaints

Captions – dropped characters/garbled text

Inquire Date 03/02/2006

Record ID CT 2889

Call Taken By Customer Service Rep DF

CA Number

Responded By DF

Response Date 03/02/2006

Resolution Date 03/02/2006

Sent email explaining how the CapTel works and how the quality of the phone line affects the quality of the captions. Explained how to contact the phone company to have them check the quality of the line.

CapTel--Complaints

Billing – General

Inquire Date 03/14/2006

Record ID CT 3318

Call Taken By Customer Service Rep KM

CA Number

Responded By KM

Response Date 03/14/2006

Resolution Date 03/14/2006

Technical support providing short-term solution to allow hearing daughter to call through captioning service with cell phone. Customer urged to call cell phone company to resolve blockage of relay call.

CapTel--Complaints

Billing – General

Inquire Date 03/15/2006

Record ID CT 3343

Call Taken By Customer Service Rep RW

CA Number

Responded By RW

Response Date 03/15/2006

Resolution Date 03/15/2006

Advised customer or customer's representative to contact billing agency directly.

CapTel--Complaints

Billing – General

Inquire Date 03/23/2006**Record ID CT 3751****Call Taken By Customer Service Rep MMo****CA Number****Responded By MMo****Response Date 03/25/2006****Resolution Date 03/25/2006**

Collected billing information and took corrective action.

CapTel--Complaints

Captions lag too far behind voice

Inquire Date 04/12/2006**Record ID CT 5073****Call Taken By Customer Service Rep JK****CA Number****Responded By JK****Response Date 04/12/2006****Resolution Date 04/12/2006**

Customer shared feedback regarding captioning speed and disconnection on the line. Customer Service Representative (CSR) investigated the case and learned that the Captionist reported via trouble ticket that the hearing party was difficult to hear therefore was unable to provide captions. Poor sound quality and disconnection is a result of poor connection on the line. Advised customer to continue to provide us feedback.

CapTel--Complaints

Service – General

Inquire Date 04/20/2006**Record ID CT 5558****Call Taken By Customer Service Rep KM****CA Number****Responded By KM****Response Date 04/20/2006****Resolution Date 04/20/2006**

Inbound call technical problem reported at 11:32 AM on 4/30/2006. The problem was resolved at 1:52 PM by CapTel technical support.

CapTel--Complaints

Billing – General

Inquire Date 04/28/2006**Record ID CT 5779****Call Taken By Customer Service Rep JS****CA Number****Responded By JS****Response Date 04/28/2006****Resolution Date 04/28/2006**

Confirmed CapTel user's preferred carrier of choice designation.

DOCKET NO. 63-123

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